INTRODUCTION

The Wyoming Children's Mental Health Waiver is a Medicaid program that allows creative and efficient use of state and matching federal funds to provide community-based services for youth with serious emotional disturbance (SED) and their families. The program "waives" certain current federal regulations regarding eligibility and services to allow Wyoming to be more flexible in who can participate and the services that can be developed and provided.

The Waiver program provides individualized services and supports based on the unique strengths and needs of youth with serious emotional disturbance and their families. It puts the youth and family in touch with community resources and support systems. It helps strengthen the family's skills to support the physical, emotional, social, and educational needs of their youth. Services are provided in the most comfortable and appropriate environments to keep the youth at home, in school, and in their community. The youth and family are the driving force in choosing team members and natural supports that know their family best.

The Children's Mental Health Waiver was developed and is managed by the Wyoming Department of Health, Mental Health and Substance Abuse Services Division with the ongoing input from parents, advocacy groups, child-serving agencies and key stakeholder.

OVERVIEW OF GUIDING PRINCIPLES

The guiding principles for the development and management of the Children's Mental Health Waiver center on the following principles for mental health services for children and adolescents with or at risk of developing serious emotional disorders and their families. These principles are expected to operate simultaneously and not in isolation of each other.

CHILD AND ADOLESCENT SERVICE SYSTEM PRINCIPLES (CASSP)

<u>Child-Centered (Changed to "Youth Guided" by the President's New Freedom</u> Commission)

Services are planned to meet the individual needs of the youth, rather than to fit the youth into an existing service. Services consider the youth's family and community contexts, are developmentally appropriate and youth-specific, and also build on the strengths of the youth and family to meet the mental health, social, and physical needs of the youth.

<u>Family-Focused (Changed to "Family Driven" by the President's New Freedom Commission)</u>

Services recognize that the family is the primary support system for the youth. The family participates as a full partner in all stages of the decision-making and treatment planning process, including implementation, monitoring, and evaluation. A family may include biological, adoptive and foster parents, siblings, grandparents and other relatives and adults who are committed to the youth.

Community-Based

Whenever possible, services are delivered in the youth's home community, drawing on formal and informal resources to promote the youth's successful participation in the community. Community resources include not only mental health professionals and provider agencies, but also social, religious, and cultural organizations and other natural community support networks.

Multi-System

Services are planned in collaboration with all the child-serving systems involved in the youth's life. Representatives from all these systems and the family collaborate to define the goals for the youth, develop a service plan and identify the necessary resources to implement the plan, provide appropriate supports to the youth and family, and evaluate progress.

Culturally Competent

Culture determines our world view and provides a general design for living and patterns for interpreting reality that are reflected in our behavior. Therefore, services that are culturally competent are provided by individuals who have the skills to recognize and respect the behavior, ideas, attitudes, values, benefits, customs, language, rituals, ceremonies and practices characteristic of a particular group of people.

Least Restrictive / Least Intrusive

Services take place in settings that are the most appropriate and natural for the youth and family and are the least restrictive and intrusive available to meet the needs of the youth and family.

WRAPAROUND PROCESS

Collaborative multi-disciplinary teams that include family members and youth as equal partners have become increasingly popular as a way to create and implement individualized plans for youth with complex needs and their families. In children's mental health, this process is called "Wraparound". The philosophical principles of wraparound also provide guidance in the implementation of the Children's Mental Health Waiver.

Family Voice and Choice

Family and youth perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.

Team Based

The wraparound team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.

Natural Supports

The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The wraparound plan reflects activities and interventions that draw on sources of natural support.

Collaboration

Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single wraparound plan. The plan reflects a blending of team members' perspectives and resources. The plan guides and coordinates each team member's work towards meeting the team's goals for the youth and family.

Community-Based

The wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promotes youth and family integration into home and community life.

Culturally Competent

The wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the youth and family, and their community.

Individualized

To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, supports, and services.

Strengths-Based

The wraparound process and the wraparound plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the youth and family, their community, and other team members.

Outcome-Based

The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.

Persistence

Despite challenges, the team persists in working toward the goals included in the wraparound plan until the team reaches agreement that a formal wraparound process is no longer required.

ROLES AND RESPONSIBILITIES OF ENTITIES INVOLVED WITH THE CHILDREN'S MENTAL HEALTH WAIVER PROGRAM

Youth/Families/Surrogate Families

Youth with serious emotional disturbance (SED) and their families are the cornerstone of this Home and Community-Based Service waiver. Goals focus on strengthening families' skills to support the physical, emotional, social and educational needs of their children and put them in touch with community resources and support systems. Needed services are provided in home and community settings that are less restrictive, culturally competent, and appropriate to keep children in their homes, schools, and communities and prevent unnecessary out of home placements and the need for custody relinquishment in order to obtain needed mental health treatment.

Service Providers

Service providers are persons or agencies (public or private) that are certified by the Waiver Program to provide non-clinical services offered by the waiver. Service providers are authorized to provide specific services as outlined in the plan of care developed by the youth, family, and Family Care Team. Service providers are required to meet continuing education requirements and re-certify with the Waiver Program on an annual basis to continue to provide waiver services.

Mental Health and Substance Abuse Services Division

The Wyoming Department of Health, Mental Health and Substance Abuse Services Division, in collaboration with the Office of Medicaid, is responsible for the management and operation of the Children's Mental Health Waiver. Waiver staff within the Division writes the waiver application, submit renewal and amendments requests, monitor quality and cost-neutrality, certify providers, provide training, and develop resource manuals.

WDH Office of Healthcare Financing (Medicaid)

The Office of Healthcare Financing exercises administrative oversight of the Children's Mental Health Waiver and the policies, rules, and regulations related to the waiver. The Program Integrity Unit provides support to the waiver through provider service utilization reviews. Staff also participates on the waiver program's Quality Management Committee which oversees quality management of the routine operational components of the program.

The Centers for Medicare and Medicaid Services (CMS)

The Centers for Medicare and Medicaid Services (CMS) under the U.S. Department of Health and Human Services, is the federal agency that administers Medicare and Medicaid programs. CMS reviews all waiver requests and applications, renewals, amendments, and financial reports. CMS also performs management reviews of all Home and Community-Based Service Waivers to evaluate effectiveness, health and safety, and cost-efficiency. Components of the waiver's Quality Management Plan identify routine sharing of information and data with CMS.

Wyoming SAGE Initiative

The Child Mental Health Initiative (CMHI) is a \$9 million, 6-year cooperative agreement between the Wyoming Department of Health, Mental Health and Substance Abuse Services Division and the Substance Abuse and Mental Health Services Administration (SAMHSA) to improve Wyoming's mental health system of care for children with serious emotional disturbance, ages 0-21, and their families.

This Initiative will address the barriers of stigma, disparities in access to services, and the fragmented service delivery system by collaborating with families, youth, and other child-serving partners at all levels and phases of planning and implementation. This is not a new program – it is Federal funding to transform the way we help youth with serious emotional needs and their families.

The Children's Mental Health Waiver Program is one part of this initiative. Waiver services will be offered to identified pilot sites until the waiver is implemented statewide. The waiver program is considered a "best practice" that can be utilized by pilot sites, supports the guiding principles of the initiative, and will be one element of sustainability throughout the six-year agreement.

UPLIFT

UPLIFT is Wyoming's Federation of Families for Children's Mental Health. It is a parent advocacy group that promotes the emotional health and well-being of Wyoming's children and families by providing support, education, advocacy, information and referral for children and youth who struggle with emotional, behavioral, and mental disorders. Additional information is available on their website: http://www.upliftwy.org or call 1-888-875-4383.

Department of Family Services

This is a child and family serving state agency from which referrals for waiver services may be received. This agency certifies foster homes and oversees many of the residential treatment facilities in Wyoming. Case workers may participate on the Family Care Team for youth in foster care who are on the waiver. Benefit Specialists process the financial eligibility component of waiver service eligibility.

Department of Education

This is a child-serving agency responsible under the Individuals with Disabilities Education Act (IDEA) to provide a specially designed education program for eligible youth. This program is developed by the IEP Team that will work with the Family Care Team to collaborate and integrate identified services into the Waiver Individual Service Plan.

Connect Wyoming

Connect Wyoming is a human services infrastructure designed to service the state of Wyoming. It consists of a web site housing a searchable version of the Pathways Plus database, a calendar of human service events, a monthly newsletter, and special Pathways search interfaces for Medicaid Waiver Providers, Senior Services, and the Wyoming Breast Cancer Resource Directory. Information about certified providers for the Children's Mental Health Waiver will be available through Connect Wyoming, This will allow youth and families as well as waiver providers to access current provider-specific information at any time to support provider choice.

Protection & Advocacy

The Protection and Advocacy System, Inc. (P&A) is the official non-profit corporation authorized by federal law to independently protect the civil rights of individuals who have a diagnosis of significant mental illness or emotional impairment in instances of abuse, neglect or civil rights violations. P&A may pursue legal, administrative, or other remedies to secure the civil rights of individuals who qualify for their services. Additional information is available on their website: http://wypanda.vcn.com The waiver program has contact staff available at P&A.

Legislative Select Committee on Mental Health and Substance Abuse

This committee is made up of House and Senate representatives to review mental health and substance abuse services in Wyoming. The committee drafted funding legislation (HB-91) for the initial state appropriation for the Children's Mental Health Waiver Program. The committee

heard testimony during the design and development of the waiver. They receive quarterly program status reports through the Legislative Service Office.

Mental Health Planning Council

This is a stakeholder group that meets quarterly to discuss issues relating to mental health services in Wyoming. Their input was sought during program design and status reports are provided at their request.

Mental Health Ombudsman

This program is designed to advocate for the rights of individuals with mental illness and their families. The Mental Health Ombudsman also serves professionals and other people advocating for individuals with mental illness by providing information and coaching, referrals, investigations, and identification and advocacy for systemic issues such as gaps in services. The Mental Health Ombudsman can be reached at 1-888-857-1942.

Wyoming Equality Care / ACS

Wyoming Equality Care/ACS is the Medicaid billing agent for the State of Wyoming. All bills for waiver services are submitted to and paid through ACS. Technical assistance, manuals, and other information are also available to enrolled providers on their website: http://wyequalitycare.acs-inc.com

RIGHTS AND RESPONSIBILITIES OF WAIVER PARTICIPANTS

As a participant of the home and community-based waiver for children with serious emotional needs, **the youth served and his/her family has the following rights:**

- To explanation of and decision making abilities regarding the choice of all waiver and non-waiver services.
- ❖ To choose a Family Care Coordinator, any duly licensed/certified mental health professional, and all other waiver service providers.
- To be informed about options available for treatment interventions and the effectiveness of the recommended treatments.
- ❖ To make final decisions about treatment.
- ❖ To be free from abuse, undue restraints, unnecessary drugs, and discrimination because of race, national origin, sex, religion, or disability.
- ❖ To receive individually tailored services provided in the least restrictive environment.
- ❖ To evaluate services provided by the Children's Mental Health waiver.
- ❖ To be protected from state intrusion except for the absolute minimum extent necessary to achieve appropriate waiver services and supports.
- ❖ To confidential protection of information provided to determine waiver eligibility, provide and bill for waiver services, and monitor waiver quality, or except in cases of suspected abuse or neglect or if the youth threatens to harm him/herself or others.
- ❖ To receive written procedures for how to file a grievance or request a hearing regarding services that are being requested or provided.
- ❖ To be notified and receive emergency contact information or a back-up contact for your Family Care Coordinator when he/she is unavailable.

The youth served and his/her family has the following responsibilities:

- Assist in collecting necessary data and documentation (including medical records, school/IEP related information, etc.).
- Choose waiver services and providers.
- ❖ Attend and participate in plan development and review meetings.
- Review final service plans to ensure they reflect the services and supports needed and agreed to.
- Keep appointments with the Family Care Coordinator, Team members, and for all plan services.
- ❖ Assure that necessary medical information and emergency and contact information is shared with all applicable providers.
- Utilize ALL services identified and provided through the Individual Service Plan.
- Carry out responsibilities that are identified for them in the plan.
- Ask questions about their direct responsibilities if information or directions are not understood.
- Provide all information to the Family Care Coordinator and team members as it relates to carrying out the plan.
- Inform the Family Care Coordinator and/or providers of concerns and questions and give them an opportunity to address those concerns.
- ❖ Abide by all rules and regulations of the waiver program as well as rules, laws, and expectations of the community.
- Provide timely information to the Family Care Coordinator about incidents, medication concerns, behavior concerns, and other important information.
- Notify the Family Care Coordinator of change in residence and/or telephone numbers.
- If a court-appointed guardian, provide information to the courts at least twice a year or as required by court documents.

Rights and Responsibilities of Family Care Team Members

As a chosen Family Care Team Member serving youth and families through the Children's Mental Health Waiver Program, providers have the following rights:

- > Timely notification of all Individual Service Planning meetings
- Access to data and documentation gathered by the youth and family for information sharing and planning purposes
- Access to screening/assessment/evaluation reports prepared for planning meetings
- Receive copies of Individual Service Plans, service plan modification requests, exceptional service plan requests, and outcome objectives written by other Family Care Team Members in a timely fashion
- Request the convening of the Family Care Team to discuss issues
- Share expertise and opinions relating to service and treatment information with the youth and family
- Receive a Waiver Provider Manual and be provided with updates and changes in a timely fashion

Family Care Team members have the following responsibilities:

- Demonstrate and support CASSP Principles in all planning meetings and work with youth and families
- Adhere to all provider-specific procedures and complete and submit all required reports and documentation within identified time frames as outlined in the Waiver Provider Manual
- Support family education and choice by explaining and answering questions regarding waiver and non-waiver services and supports being proposed as well treatment interventions and their effectiveness
- Work with all Family Care Team members chosen by the youth and family, regardless of organization affiliation
- Confidential protection of information accessed and shared to fulfill waiver service requirements